Agilent Remote Advisor

Secure Remote Monitoring and Diagnostics for Agilent Systems

Technical Note

Agilent Technologies' Remote Advisor – included free with Agilent Advantage Service plans – integrates easily into existing networks without requiring changes to firewalls, network infrastructures, or existing security policies. Remote Advisor uses an industry-hardened robust and secure architecture, ordinary Windows-based PCs, and a secure Internet connection to:

- **Proactively monitor** critical laboratory system parameters
- **Issue alerts** when problems occur
- **Remotely diagnose and resolve** instrument problems
- **Provide reports** on instrument and PC configurations, and provide metrics on instrument use and availability – **reports that IT professionals are commonly asked to generate**

Network Security

- **No Internet access**. Your instruments and data systems don't need Internet access. Only the Remote Advisor Gateway requires Internet access.
- **No IP addresses, static connections, or VPNs**. Uses commonly available out-bound ports located safely behind corporate firewalls.
- **No entry point for intruders and no increased risk of virus attack**. Does not have e-mail service and has no way to receive unsolicited e-mail.

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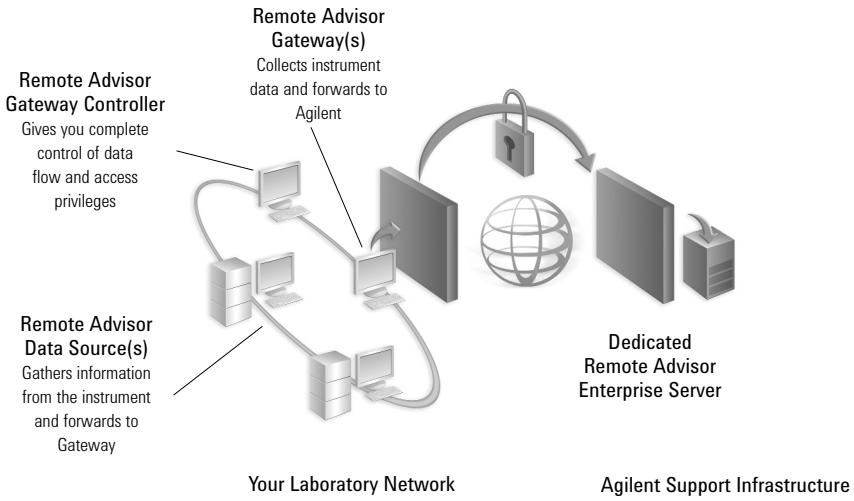
No Compromise to Security


Remote Advisor Gateway(s)
Collects instrument data and forwards to Agilent
Remote Advisor Gateway Controller
Gives you complete control of data flow and access privileges
Remote Advisor Data Source(s)
Gathers information from the instrument and forwards to Gateway
Dedicated Remote Advisor Enterprise Server
Your Laboratory Network
Agilent Support Infrastructure

Agilent Remote Advisor integrates easily into existing networks with no changes to the network or security infrastructure. This closed, add-on system gathers data from instruments independent of your chromatography data systems. The Gateway controller is a standalone dedicated Microsoft Windows® PC. Typically, about 100 instruments are monitored by the Gateway controller.

Data Security

- **Monitors only instrument diagnostics and status** – never proprietary analysis or network information.
- **Gives you and your IT group full control** over Agilent access privileges and activity logging.
- **Requires all communications to be initiated from Remote Advisor components within the customer site** (using XML/SOAP over HTTPS).
- **Uses accepted industry standards** for full data encryption and authentication.

For More Information

For technical information on Agilent Remote Advisor, please visit **www.agilent.com/chem/remoteadvisor**.

www.agilent.com/chem

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